

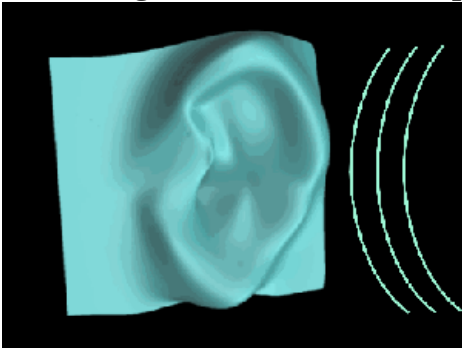
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Introduction to the seven challenges of interpersonal communication

Click the link below for the PDF version of Introduction to the Seven Challenges Workbook.

[http://www.newconversations.net/pdf/seven\\_challenges\\_intro\\_text.pdf](http://www.newconversations.net/pdf/seven_challenges_intro_text.pdf)

Listening: The heart of interpersonal communication at home and at work



**LISTENING MORE RESPONSIVELY:** This chapter of the Seven Challenges Workbook, by Dennis Rivers, locates listening as part of a person's lifelong journey toward more awareness and compassion, and offers practical suggestions for becoming a better listener. Click the following link for PDF version of the chapter.

[http://www.newconversations.net/pdf/seven\\_challenges\\_chapter1.pdf](http://www.newconversations.net/pdf/seven_challenges_chapter1.pdf)

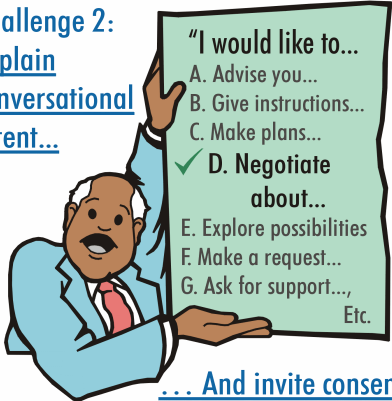
**POSITIVE DEVIANT** is a magazine article about the transformative power of deep listening, as it occurred in a program to reduce child malnutrition in Vietnam. It is one of the clearest examples I have ever read of what is now called "appreciative inquiry," which advocates that helpers pay disciplined and systematic attention to the strengths, capacities and past successes of those people they wish to help. Link to Web page:

<http://www.fastcompany.com/magazine/41/sternin.html>

**COMPASSIONATE LISTENING: AN EXPLORATORY SOURCEBOOK** by Gene Knudsen Hoffman, Leah Green and Cynthia Monroe. Click the following link for a PDF copy of this 25-page report documenting the approach and activities of three central participants in the compassionate listening movement, with examples of compassionate listening as a radical intervention in different conflict situations.

<http://www.newconversations.net/compassion/complisten.pdf>

## Conversations intentions: Negotiating to have the conversations you want



**Challenge 2:**  
Explain  
conversational  
intent...

"I would like to..."

- A. Advise you...
- B. Give instructions...
- C. Make plans...
- ✓ **D. Negotiate about...**
- E. Explore possibilities
- F. Make a request...
- G. Ask for support...,  
Etc.

... And invite consent.

Click link below for PDF version of Challenge Two chapter of Seven Challenges Workbook.

[http://www.newconversations.net/pdf/seven\\_challenges\\_chapter2.pdf](http://www.newconversations.net/pdf/seven_challenges_chapter2.pdf)

Expressing yourself more clearly with 5 "I-Messages"



Click link below for PDF version of Challenge Three chapter of Seven Challenges Workbook:

[http://www.newconversations.net/pdf/seven\\_challenges\\_chapter3.pdf](http://www.newconversations.net/pdf/seven_challenges_chapter3.pdf)

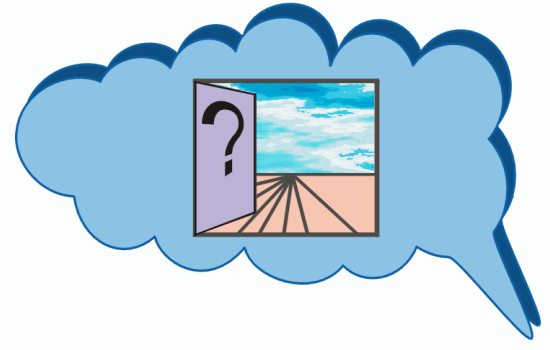
Conflict Management: Translating criticisms and complaints into requests



Click link below for PDF version of Challenge Four chapter of Seven Challenges Workbook.

[http://www.newconversations.net/pdf/seven\\_challenges\\_chapter4.pdf](http://www.newconversations.net/pdf/seven_challenges_chapter4.pdf)

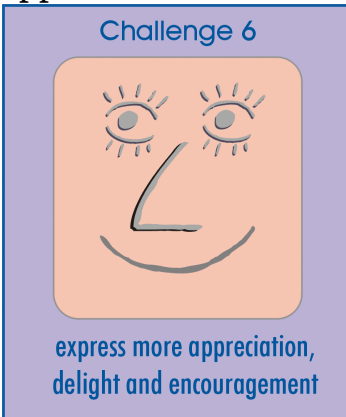
## The power of creative questioning



Click the link below for PDF version of Challenge Five chapter of Seven Challenges Workbook.

[http://www.newconversations.net/pdf/seven\\_challenges\\_chapter5.pdf](http://www.newconversations.net/pdf/seven_challenges_chapter5.pdf)

Creating stronger families and stronger work teams by expressing more appreciation



Click link below for PDF version of Challenge Six chapter of Seven Challenges Workbook.

[http://www.newconversations.net/pdf/seven\\_challenges\\_chapter6.pdf](http://www.newconversations.net/pdf/seven_challenges_chapter6.pdf)



The "continuous learning" attitude: embracing your life as your moment-to-moment communication skills classroom.



Click link below for PDF version of Challenge Seven chapter of Seven Challenges Workbook:

[http://www.newconversations.net/pdf/seven\\_challenges\\_chapter7.pdf](http://www.newconversations.net/pdf/seven_challenges_chapter7.pdf)